

# COUNTY OF SAN LUIS OBISPO BOARD OF SUPERVISORS

## AGENDA ITEM TRANSMITTAL

(1) DEPARTMENT Social Services	(2) MEETING DATE June 27, 2006	(3) CONTACT/PHONE Trish Avery Caldwell (805) 781-1831																																															
(4) SUBJECT Request to approve service contracts in support of Child Welfare Services and the CalWORKs program.																																																	
(5) SUMMARY OF REQUEST The Department contracts with public and non-profit community organizations to assist with delivery of CalWORKs and Child Welfare Services. These contracts complement and enhance services provided by the Department.																																																	
(6) RECOMMENDED ACTION It is recommended that your Board approve, and direct the Chairperson to sign, twenty-two (22) contracts for services and activities that directly support the Child Welfare Services (CWS) and CalWORKs programs in San Luis Obispo County for Fiscal year 2006/2007. <span style="float: right;"><i>Clerk's File</i></span>																																																	
(7) FUNDING SOURCE(S) Federal State County	(8) CURRENT YEAR COST <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>720 Studios</td><td style="text-align: right;">\$20,000.00</td></tr> <tr><td>Atascadero Community LINK</td><td style="text-align: right;">\$30,000.00</td></tr> <tr><td>Creative Mediation</td><td style="text-align: right;">\$208,125.00</td></tr> <tr><td>Cuesta College – Bridge to Success</td><td style="text-align: right;">\$65,000.00</td></tr> <tr><td>Cuesta College - CBESL</td><td style="text-align: right;">\$65,000.00</td></tr> <tr><td>Cuesta College – Work Study</td><td style="text-align: right;">\$75,000.00</td></tr> <tr><td>EOC – Cal-Learn</td><td style="text-align: right;">\$50,000.00</td></tr> <tr><td>EOC- CCRC</td><td style="text-align: right;">\$143,127.00</td></tr> <tr><td>EOC – Direct Services</td><td style="text-align: right;">\$417,967.00</td></tr> <tr><td>EOC – Homeless Services</td><td style="text-align: right;">\$56,803.00</td></tr> <tr><td>EOC – SAFE Family Advocates</td><td style="text-align: right;">\$104,962.00</td></tr> <tr><td>EOC – Stage 1 Child Care</td><td style="text-align: right;">\$1,325,000.00</td></tr> <tr><td>Family Care Network</td><td style="text-align: right;">\$2,362,342.00</td></tr> <tr><td>Goodwill Industries</td><td style="text-align: right;">\$120,000.00</td></tr> <tr><td>Housing Authority</td><td style="text-align: right;">\$348,000.00</td></tr> <tr><td>National Council on Crime (NCCD)</td><td style="text-align: right;">\$100,000.00</td></tr> <tr><td>North County Women's Shelter</td><td style="text-align: right;">\$100,000.00</td></tr> <tr><td>PRUSD – SAFE Family Advocates</td><td style="text-align: right;">\$39,576.00</td></tr> <tr><td>Regents of the University of CA (Davis)</td><td style="text-align: right;">\$23,120.00</td></tr> <tr><td>Sierra Vista Medical Ctr (Revenue)</td><td style="text-align: right;">(\$83,221.00)</td></tr> <tr><td>Transitions – Mental Health</td><td style="text-align: right;">\$332,594.00</td></tr> <tr><td>Women's Shelter of SLO</td><td style="text-align: right;">\$75,000.00</td></tr> <tr><td style="text-align: right;">TOTAL</td><td style="text-align: right;">\$6,061,616.00</td></tr> </table>	720 Studios	\$20,000.00	Atascadero Community LINK	\$30,000.00	Creative Mediation	\$208,125.00	Cuesta College – Bridge to Success	\$65,000.00	Cuesta College - CBESL	\$65,000.00	Cuesta College – Work Study	\$75,000.00	EOC – Cal-Learn	\$50,000.00	EOC- CCRC	\$143,127.00	EOC – Direct Services	\$417,967.00	EOC – Homeless Services	\$56,803.00	EOC – SAFE Family Advocates	\$104,962.00	EOC – Stage 1 Child Care	\$1,325,000.00	Family Care Network	\$2,362,342.00	Goodwill Industries	\$120,000.00	Housing Authority	\$348,000.00	National Council on Crime (NCCD)	\$100,000.00	North County Women's Shelter	\$100,000.00	PRUSD – SAFE Family Advocates	\$39,576.00	Regents of the University of CA (Davis)	\$23,120.00	Sierra Vista Medical Ctr (Revenue)	(\$83,221.00)	Transitions – Mental Health	\$332,594.00	Women's Shelter of SLO	\$75,000.00	TOTAL	\$6,061,616.00	(9) ANNUAL COST \$6,061,616.00	(10) BUDGETED? <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
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(11) OTHER AGENCY/ADVISORY GROUP INVOLVEMENT (LIST): Department of Social Services (DSS) has worked closely with each of the listed agencies to ensure understanding of services, outcomes and contract expectations. County Counsel has reviewed and approved these contracts as to legal form and effect.																																																	
(12) WILL REQUEST REQUIRE ADDITIONAL STAFF? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes, How Many? _____ <input type="checkbox"/> Permanent <input type="checkbox"/> Limited Term <input type="checkbox"/> Contract <input type="checkbox"/> Temporary Help _____																																																	
(13) SUPERVISOR DISTRICT(S) <input type="checkbox"/> 1st, <input type="checkbox"/> 2nd, <input type="checkbox"/> 3rd, <input type="checkbox"/> 4th, <input type="checkbox"/> 5th, <input checked="" type="checkbox"/> All	(14) LOCATION MAP <input type="checkbox"/> Attached <input checked="" type="checkbox"/> N/A	(15) Maddy Act Appointments Signed-off by Clerk of the Board <i>N/A</i>																																															
(16) AGENDA PLACEMENT <input checked="" type="checkbox"/> Consent <input type="checkbox"/> Hearing (Time Est. _____) <input type="checkbox"/> Presentation <input type="checkbox"/> Board Business (Time Est. _____)	(17) EXECUTED DOCUMENTS <input type="checkbox"/> Resolutions (Orig + 4 copies) <input checked="" type="checkbox"/> Contracts (Orig + 4 copies) <input type="checkbox"/> Ordinances (Orig + 4 copies) <input type="checkbox"/> N/A																																																
(18) NEED EXTRA EXECUTED COPIES? <input type="checkbox"/> Number: _____ <input type="checkbox"/> Attached <input checked="" type="checkbox"/> N/A	(19) APPROPRIATION TRANSFER REQUIRED? <input type="checkbox"/> Submitted <input type="checkbox"/> 4/5th's Vote Required <input checked="" type="checkbox"/> N/A																																																
(20) OUTLINE AGREEMENT REQUISITION NUMBER (OAR) Various (22)	(21) W-9 <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes	(22) Agenda Item History <i>6/28/2005</i> <input type="checkbox"/> N/A Date FY 2005/2006																																															
(23) ADMINISTRATIVE OFFICE REVIEW <div style="text-align: center; margin-top: 20px;"> <i>OK Dan Furbush</i> </div> <div style="text-align: right; margin-top: 20px;"> <i>8-28-06</i>  <i>6-27-06</i> </div>																																																	



## ***DEPARTMENT OF SOCIAL SERVICES***

*3433 South Higuera Street, Post Office Box 8119  
San Luis Obispo, California 93403-8119*

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**TO: Board of Supervisors**

**FROM: Leland W. Collins, Social Services Director**

**DATE: June 27, 2006**

**SUBJECT: Request to approve service contracts in support of Child Welfare Services and the CalWORKs program.**

### **Recommendation**

It is recommended that your Board approve, and direct the Chairperson to sign, twenty-two (22) contracts for services and activities that directly support the Child Welfare Services (CWS) and CalWORKs programs in San Luis Obispo County for Fiscal year 2006/2007.

### **Discussion**

In order to provide your Board with a comprehensive package of service contracts in support CWS clients, CalWORKs participants and social services staff, the department is submitting twenty-two (22) contracts for Fiscal year 2006/2007 that fall within five (5) distinctive service categories:

- Employment and Training Programs
- CalWORKs/CWS Support Services
- Child Care Services
- Housing Services
- Internal Supports

This package offers an accurate overview of services provided through the Department's multiple public-private partnerships and demonstrates the interrelatedness between the Department and all of the agencies with which it develops contracts. Of the twenty-two (22) contracts, all were funded in FY 2005/2006.

All of the community organizations that contract with the Department have demonstrated their commitment to the Department's mission to provide services that enhance family functioning and self-sufficiency. With approval of the attached contracts, these successful collaborations will continue.

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The following contracts are included in the Board packet:

1. Employment and Training Programs

These programs provide CalWORKs and low-income participants assistance in developing work skills and in securing employment. An initial assessment is used to determine each participant's skills and knowledge level in order to match services to the need.

Atascadero Community LINK	Transitions Training Program
Cuesta College	Community-Based English as a Second Language (CBESL)
Cuesta College	CalWORKs Work Study
Cuesta College	Bridge to Success
Goodwill Industries	Work Experience (WEX) and Job Skills Training

2. CalWORKs/CWS Support Services

These programs provide mediation, therapy and abuse prevention services to low-income and CWS families. The services empower the family to make decisions that maximize the health and safety of children and are based on the philosophy that the best decisions about families are made by the families themselves when they are prepared and provided access to information about their case.

Creative Mediation Services	Family Facilitation Services
Economic Opportunity Commission	Cal-Learn Case Management Services
Economic Opportunity Commission	Direct Services and Parent Education
Economic Opportunity Commission	SAFE – Family Advocates
Family Care Network	<ul style="list-style-type: none"><li>• Emergency Shelter Care</li><li>• Crisis Assistance and Life-Skills Management (CALM)</li><li>• Wraparound Services</li></ul>
National Council on Crime and Delinquency (NCCD)	Structured Decision Making (SDM)
North County Women's Shelter	Shelter and domestic violence prevention for CalWORKs eligible families
Paso Robles Unified School District	SAFE – Family Advocates
Transitions – Mental Health	Interdependent Living Program (ILP)- Life skills and employment services for teens in the foster care system
Women's Shelter Program of SLO	Shelter and domestic violence prevention for CalWORKs eligible families

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3. Child Care Services

These programs provide a variety of child-care support services and financial resources to families that are eligible for CalWORKs' benefits.

Economic Opportunity Commission	Child Care Resource Connection (CCRC) – Childcare Resource & Referral
Economic Opportunity Commission	Stage One Child Care Payments

4. Housing Services

These programs provide both permanent and temporary shelter and case management services to assist eligible participants stabilize their life circumstances and actively seek and maintain housing and employment.

Economic Opportunity Commission	Homeless Services
Housing Authority of the City of San Luis Obispo	Eviction prevention, rental assistance, security deposits and utility deposits

5. Internal Supports

These contractors provide services for Department staff that directly support their daily work. Services include development, maintenance and support for the Department's Intranet and specialized databases. Department employees also receive training on communication skills, crisis intervention and other subjects that support their job.

720 Studios	Database Systems and Systems Support
National Council on Crime and Delinquency (NCCD)	SafeMeasures Database and Reporting System
Regents of the University of California (UC Davis)	Employee Training

**Other Agency Involvement**

Department of Social Services (DSS) has worked closely with each of the listed agencies to ensure understanding of services, outcomes and contract expectations. County Counsel has reviewed and approved these contracts as to legal form and effect.

**Financial Considerations**

**Revenue Contracts**

Revenue to the Department from one (1) contract FY 06/07 and 07/08 is \$83,221.00 and \$86,342.00 respectively:

AGENCY	FY 05/06	FY 06/07	FY 07/08
Sierra Vista Regional Medical Center – ERS Staff	\$80,213.00	\$83,221.00	\$86,342.00
<b>TOTAL REVENUE</b>	<b>\$80,213.00</b>	<b>\$83,221.00</b>	<b>\$86,342.00</b>

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The contract with SVRMC has been established for two years and will generate \$83,221 and \$86,342 in unbudgeted revenue to The Department for Fiscal years (FY) 2006/2007 and 2007/2008 respectively. This figure represents the annual salary, benefits and overhead costs of one (1 FTE) Employment Resource Specialists (ERS) III at step 5 of the salary scale. The Department will also financially support an additional ERS (1 FTE) at the same site. Both ERS positions have been budgeted for as a department expense in FY 2006/07 and 2007/08. Medi-Cal ERS positions require no County funds and funds from SVRMC will be used to reduce the County's General Fund share of providing these and related public social services.

### **Expense Contracts**

The funding total for contracts in FY 2005/2006 was \$5,883,499.00. In FY 2006/2007 the contracts total \$6,061,616.00. Fourteen (14) of the contracts are funded at prior year levels while four (4) have decreased, and three (3) have been increased based on program objectives and prior year results.

Two Cuesta College contracts, the Bridge to Success Program and Community-Based English as a Second Language (CBESL), were decreased due to a decrease in Temporary Assistance for Needy Families (TANF) Incentive funding. The Goodwill Industry contract was decreased due to a lack of demand for services and unexpended funding in the contract year. In addition, the Transitions-Mental Health contract was decreased due to a decrease in Independent Living Program (ILP) funding.

A total of three (3) contracts received an increase in funding, Creative Mediation, Economic Opportunity Commission (EOC) Child Care Resource Center (CCRC) Resource and Referral, and Family Care Network. The Creative Mediation contract was increased in order to expand services to the Juvenile Dependency Mediation (JDM) program to help families and agency members resolve problems and disagreements in dependency cases in an expedient and through manner outside of the court system. The services of Creative Mediation result in families staying connected early on and reducing the demands of an over burdened court system by reducing the number of times a family uses the court system to resolve low-level disputes.

The EOC CCRC Resources & Referral (R&R) contract was increased to add a staff person twenty (20) hours a week to provide necessary child care referrals in the North County. The North County region has the highest number of child care referrals (53%), however only one part-time staff person for both the Atascadero and Paso Robles offices. The shortage of staff resulted in delays in contacting participants, scheduling intake meetings and enrolling participants for necessary child care services. These delays resulted in the participant being unable to participate in Welfare-to-Work (WTW) activities when they were ready to participate. The addition of a part-time (PT) staff person will result in better participant service and WTW outcomes.

The Family Care Network (FCNI) contract was increased to cover the cost of providing additional Wraparound services for special needs children and youth so they can remain with their families and in our County to receive services. The additional funding will result in providing services to up to forty-five children/families.

All contracts are included in the Department of Social Services adopted budget for FY 2006/2007 and require no additional General Fund contributions.

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The amounts of the contracts are as follows:

Agency	FY 05/06	FY 06/07	Notes	Sharing Ratios			
				Fed	State	Co	Other
720 Studios	\$20,000	\$20,000	Internal Supports: Database/Systems	50%	35%	15%	
Atascadero Community LINK	\$30,000	\$30,000	Employment Services: Transitions Training Program	100%			
Creative Mediation	\$173,125	\$208,125	Support Service: Family Facilitation		70%	30%	
Cuesta College – Bridge to Success	\$75,000	\$65,000	Support Services: Bridge to Success Program	100%			
Cuesta College – CBESL	\$75,000	\$65,000	Support Services: English as a 2 <sup>nd</sup> Language	100%			
Cuesta College – Work Study	\$75,000	\$75,000	Support Services: Work Study	100%			
EOC – Cal-Learn	\$50,000	\$50,000	Supportive Services: Case Mgt Services	100%			
EOC - CCRC	\$119,871	\$143,127	Child Care Services: Resource and Referral	100%			
EOC – Direct Services	\$417,967	\$417,967	Supportive Services: Direct Services & Parent Education		70%	30%	
EOC – Homeless Services	\$56,803	\$56,803	Support Services Homeless Services	100%			
EOC - SAFE	\$104,962	\$104,962	Supportive Services: Child Abuse Prevention (PSSF)	100%			
EOC – Stage 1 Child Care	\$1,325,000	1,325,000	Child Care Services: Stage 1 Child Care	100%			
Family Care Network							
<i>Shelter Care</i>	\$231,000	\$250,000	Support Services: Shelter	84%		16%	
<i>CALM</i>	\$190,000	\$171,000	Support Services: Crisis Assistance		70%	30%	
<i>WRAP Services</i>	\$1,655,731	\$1,941,342	Support Services: Multi-agency services		40%	60%	
Goodwill Industries	\$225,750	\$120,000	Employment Services Job Skills Training	100%			

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Agency	FY 05/06	FY 06/07	Notes	Sharing Ratios			
				Fed	State	Co	Other
Housing Authority	\$348,000	\$348,000	Housing Services: Housing	83%	12%	5%	
National Council on Crime (NCCD)							
<i>Safe Measures</i>	\$37,500	\$37,500	Internal Support: Database	100%			
<i>Structured Decision Making</i>	\$62,500	\$62,500	Supportive Services: SDM	100%			
North Co. Women's Shelter	\$100,000	\$100,000	Supportive Services: DV Services	100%			
Paso Robles Joint Unified School District - SAFE	\$39,576	\$39,576	Support Services: Child Abuse Prevention PSSF	100%			
Regents of the University of California (Davis)	\$23,120	\$23,120	Internal Supports: Employee Training	50%	35%	15%	
Transitions – Mental Health	\$372,594	\$332,594	Supportive Services: ILP	77%	17%	6%	
Women's Shelter of SLO	\$75,000	\$75,000	Supportive Services: DV Services	100%			
<b>TOTAL</b>	<b>\$5,883,499</b>	<b>\$6,061,616</b>					

## **Results (Expenses)**

### **720 Studios**

#### **Fiscal Year 05-06**

Contractor met performance outcomes to provide services that resulted in twelve (12) successful downloads of mainframe data (one per month) and resolved errors in the Case Data System, enhanced accessibility to the Participant Cross Reference System (PCRS) and developed, and tested the web-based system County Information Server (CIS) to allow easy importation of CIS data into an Oracle database.

#### **Fiscal Year 06-07**

Contractor will develop and support software applications to help administer CalWIN processes.

Contractor will develop and support applications compatible with Oracle database software.

Contractor will provide support and updates of the County Information Server (CIS) load system.

Contractor will assist in planning and development of data warehouse.

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## **Atascadero Community LINK**

### Fiscal Year 05-06

Contractor provided services that resulted in serving twenty (20) students in grades 9<sup>th</sup> and 10<sup>th</sup>. This number is lower than the original 40 students estimated would be served. The lower number is partially due to the lengthy enrollment process required by other funding streams, and to the restriction of serving only 9<sup>th</sup> and 10<sup>th</sup> grade students. In addition, the Family Advocate is only able to adequately manage approximately twenty (20) families. Outcomes for FY 06/07 have been reevaluated and services expanded to include 11<sup>th</sup> grade students and reduce the total number of families served.

Contractor met performance outcome to provide services that resulted in reducing student absentee rate. Participating students attendance increased by an average of fifty-six percent (56%). *Students who participated were previously missing an average of thirty-six (36) school days per year and this was reduced to an average of sixteen (16) days.*

Contractor met performance outcome to provide services that resulted in each student developing a plan to obtain and maintain at least a 2.0 grade point average as monitored on quarterly report cards.

Contractor anticipates placing between ten (10) and fifteen (15) students in paid summer employment opportunities. This will be reported on the 4<sup>th</sup> quarter report and returned to the County on July 20, 2006.

### Fiscal Year 06-07

Contractor will provide services to at least 20 families related to students in the 9<sup>th</sup>, 10<sup>th</sup> and 11<sup>th</sup> grades.

Contractor will provide services to reduce student absentee rate by thirty percent (30%).

Contractor will work with each student to develop a plan to obtain and maintain at least a 2.0 grade point average as monitored on quarterly reports.

Contractor will place a minimum of ten students (10 students) in paid summer employment.

## **Creative Mediation Services**

### Fiscal Year 05-06

Contractor met performance outcome to provide services that resulted in three hundred sixty (360) families receiving Family Facilitation Services including referral assessment, meeting coordination and facilitation services.

Contractor met performance outcome to provide culturally appropriate services that resulted in one hundred percent (100%) of Spanish-speaking families referred by County receiving services. *County referred a total of nineteen (19) Spanish-speaking families.*

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Contractor met performance outcome that resulted in fifteen (15) new persons being trained to be facilitators for the Family Facilitation program.

Contractor met performance outcome that resulted in providing twelve (12) in-service trainings to County staff.

Contractor met performance outcome and provided services that resulted in ninety-eight percent (98%) of families who participate in Family Group Decision Making (FGDM) receiving services necessary for reunification.

An additional thirty four thousand six hundred (\$34,600) dollars in funding was allocated to enable contractor to provide needed Juvenile Dependency Mediation services as described on page 4. The new contract was increased and these services are included in the FY 06/07 contract.

#### Fiscal Year 06-07

Contractor will provide at least 360 families with referral assessment services.

Contractor will provide culturally appropriate services for 100% of Spanish-speaking families referred by County.

Contractor will train a minimum of fifteen (15) new persons to be facilitators for the Family Facilitation program.

#### **Cuesta College – Bridge to Success (Workplace Development Project)**

#### Fiscal Year 05-06

Contractor met performance outcome that resulted in providing four (4) semester-long job readiness classes. *A total of seven (7) semester-long job readiness classes for over four hundred (400) students countywide were provided. These results were possible using leveraged funds from other sources to coordinate and provide services.*

Contractor met performance outcome to provide job readiness classes that resulted in eighty percent (80%) of students completing fifty-four (54) hours of classes. *Of the approximately four hundred (400) participants in job readiness classes, eighty-eight percent (88%) completed fifty-four (54) hours of classes.*

Contractor has identified students for the summer program and anticipates transitioning twenty-five (25) of the most motivated students to an extensive six (6) week summer program. This outcome and the number of students who enrolled in college after their senior year of high school will be reported on their 4<sup>th</sup> quarter report, and returned to the County on July 20, 2006.

#### Fiscal Year 06-07

Contractor will recruit and serve at least 200 "at risk" high-school age youth to participate in the Bridge Program.

Handwritten initials "BQ" and a signature.

Contractor will coordinate and implement eight (8) semester-long (54 hours) job readiness classes throughout San Luis Obispo County. Eighty percent (80%) of the participants will complete the 54 hours of classes.

Contractor will transition twenty-five (25) of the most motivated students to an intensive 6-week summer program at Cuesta College in which 80% of the participants who have graduated from high school, or earned their GED, will enroll in college after completing the course.

### **Cuesta College – Community-Based English as a Second Language (CBESL)**

#### Fiscal Year 05-06

Contractor met performance outcome to provide services that resulted in one hundred seventy-five (175) participants completing at least one CBESL module. *Approximately two hundred seventy-four (274) participants successfully completed one CBESL module. To count as completed, a student must attend a minimum of 30 hours of instruction and complete both pre and post-assessments. These results were possible using leveraged funds from other sources to coordinate and provide services.*

Contractor met performance outcome to provide services that resulted in seventy-five percent (75%) of all participants increasing their language skills as measured by pre and post-tests.

Contractor met performance outcome to provide services that resulted in seventy percent (70%) of participants expressing a recognizable increase in their ability and readiness to pursue better job opportunities and greater community involvement because of their improved English skills. *Based on post-student survey eighty percent (80%) expressed they experienced a recognizable increase in their ability and readiness to pursue better job opportunities.*

#### Fiscal Year 06-07

Contractor will coordinate and implement eight Community-Based English-as-a-Second Language (CBESL) classes in the North County.

Contractor will offer 162 hours of class (four 40-hour modules).

Contractor will serve at least 250 students, with at least 150 students completing a minimum of one module of 40 hours of instruction.

Contractor will provide services that result in seventy-five percent (75%) of participants increasing their language skills as measured by pre and post-tests.

Contractor will provide services that result in seventy-five percent (75%) of students who take the student survey expressing a recognizable increase in their ability and readiness to pursue better job opportunities and greater community involvement because of their improved English skills.

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## **Cuesta College – CalWORKs Work Study Program**

### Fiscal Year 05-06

Contractor met performance outcome to provide services that resulted in ten (10) students being placed in work-study positions. *A total of fourteen (14) students were placed in work-study positions both off-campus with local employers and in on-campus positions.*

Contractor met performance outcome to provide services that resulted in ninety percent (90%) of the students being placed in work-study completing six months of work experience.

Contractor met performance outcome to provide services that resulted in fifty percent (50%) of the students placed in work-study obtaining unsubsidized employment as a direct result of their experience.

Contractor met performance outcome to provide services that resulted in of one hundred percent (100%) of the employers who received a CalWORKs placement being satisfied with the employee as reported on a placement survey.

### Fiscal Year 06-07

Contractor will place twelve to fifteen (12-15) students in work-study positions off-campus with local employers, or in on-campus positions.

Contractor will provide services that result in ninety percent (90%) of students in work-study completing three (3) months of work experience.

Contractor will provide services that result in fifty percent (50%) of the students placed in work-study obtaining unsubsidized employment as a direct result of their experience.

One hundred percent (100%) of employers receiving a CalWORKs work-study placement will be satisfied with the student/employee performance as reported on the satisfaction survey.

## **Economic Opportunity Commission – Cal-Learn Case Management**

### Fiscal Year 05-06

Contractor met performance outcome to provide services that resulted in seventy percent (70%) of Cal-Learn clients showing progress toward obtaining their high school diploma. *A total of eighty-three percent (83%) of the thirty-three (33) clients enrolled in an education program with the goal of obtaining a high school diploma or equivalent.*

Contractor met performance outcome to provide services that resulted in eighty percent (80%) of Cal-Learn clients participating in additional services such as mental health, drug and alcohol, tobacco cessation and parenting skills. *Ninety seven percent (97%) of the thirty-three (33) Cal-Learn clients received additional services.*

Contractor met performance outcome to refer for domestic violence (DV) services one hundred

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percent (100%) of clients who disclose domestic violence issues.

Contractor met performance outcome to provide services that resulted in ninety percent (90%) of Cal-Learn clients referred to the Teen Academic Parenting Program (TAPP) program receiving services within ten (10) working days of initial referral. *Ninety eight percent (98%) of clients received services within ten (10) working days.*

Contractor met performance outcome to provide services that resulted in ninety-five percent (95%) of the children of Cal-Learn clients receiving immunization at the recommended age.

Contractor provided services that resulted in one hundred percent (100%) of clients who needed prevention services in order to avoid child abuse/neglect or who are reasonably suspect of child abuse/neglect being referred to appropriate services.

#### Fiscal Year 06-07

Contractor will serve up to 27-28 eligible participants per month.

Contractor will provide services that result in ninety percent (90%) of Cal-Learn clients referred to TAPP receiving services within ten (10) working days of initial referral.

Contractor will provide services that result in seventy percent (70%) of Cal-Learn clients served obtaining their high school diploma or its equivalent.

Contractor will provide services that result in ninety-five percent (95%) of the children of Cal-Learn clients receiving immunization at the recommended age.

Contractor will provide services that result in one hundred percent (100%) of clients who disclose domestic violence issues being referred for Domestic Violence services.

Contractor will provide services that result in one hundred percent (100%) of clients who need prevention services in order to avoid child abuse/neglect or who are reasonably suspect of child abuse/neglect being referred to appropriate services.

Contractor will provide services that result in one hundred percent (100%) of Cal-Learn clients participating in additional services such as mental health, drug and alcohol, tobacco cessation and parenting skills.

#### **Economic Opportunity Commission – Child Care Resource Connection (CCRC) – Child Care Resource and Referral**

#### Fiscal Year 05-06

Contractor met performance outcome that resulted in serving one hundred percent (100%) of participants referred to Child Care Resource and Referral (R&R) staff. A total of six hundred fifty (650) CalWORKs participants were referred to R&R staff and received assistance in locating subsidized childcare.

5/2/06

Contractor met performance outcome that resulted in processing one hundred percent (100%) of Stage One childcare payments.

An additional eleven thousand six hundred twenty-eight dollars (\$11,628) in funding was allocated mid-year to enable contractor to add a .5 FTE position in the North County to meet County needs as describe on page 4. The new contract was increased and these services are included in the FY 2006/07 contract.

Fiscal Year 06-07

Contractor will serve one hundred percent (100%) of participants referred to Child Care Resource and Referral (R&R) staff.

Contractor will contact participant within 24 hours of receiving a DSS 9600, Childcare Referral.

Contractor will meet with participant within 5 business days of when contact is made.

**Economic Opportunity Commission – Direct Services and Parent Education**

Fiscal Year 05-06

Contractor met performance outcome to provide services that resulted in Educator/Advocates serving one hundred twenty to one hundred sixty-five (120-165) families by providing short-term interventions to meet basic needs and reduce family stressors. Examples of interventions include household items, infant/baby supplies, school supplies, vehicle repairs, as well as any other service requested by DSS designed to maintain family stability and prevent further intervention by Child Welfare Services (CWS). *Over two hundred (200) families received services.*

Contractor met performance outcome by providing services that resulted in assessing the basic needs of one hundred percent (100%) of families referred by Child Welfare Services (CWS). *Over two hundred (200) families were assessed.*

Contractor met performance outcome by providing services that resulted in improved parenting skills in eight-five percent (85%) of participants who completed Parent Education sessions. *Of the seventy-nine who completed the series of Parent Education sessions, ninety seven percent (97%) demonstrated improved parenting skills.*

Contractor met performance outcome by providing services that resulted in ninety percent (90%) of clients being satisfied with services as reflected in the Client Satisfaction Surveys returned. *Of the one hundred thirty one (131) surveys returned, ninety-nine percent (99%) indicated clients were satisfied with services provided.*

Fiscal Year 06-07

Contractor will assess basic needs of 100% of families who are referred by Child Welfare Services (CWS) and accept services and assist them in meeting their basic needs through Direct Services and Referral Coordination.

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Contractor services will result in improved parenting skills in eighty-five percent (85%) of participants who complete Parent Education sessions as demonstrated by pre and post- parenting skills assessments.

Contractor will administer Client Satisfaction Survey that results in ninety percent (90%) of participants being satisfied with service(s) received.

### **Economic Opportunity Commission – Homeless Services**

#### Fiscal Year 05-06

Contractor met performance outcome to provide services that resulted in 20 Temporary Assistance to Needy Families (TANF) -eligible families receiving emergency shelter services.

Contractor met performance outcome to provide services that resulted in fifty percent (50%) of families who have been in case management for six (6) months or longer finding stable housing. *Of the seventeen (17) families served, seventy-one percent (71%) found stable housing.*

Contractor met performance outcome to provide services that resulted in seventy-five percent (75%) of employable or under-employed adults who have been in case management for six (6) months or longer increasing their job readiness or employment skills and/or their employment income. *Of the twenty-two (22) served, eighty-eight percent (88%) increased their job readiness or employment skills and/or their employment income.*

Contractor met performance outcome and provided services that resulted in seventy-five percent (75%) of adult clients who have been in case management for six (6) months or longer increasing their living skills in the areas of budgeting and time management, and their ability to access services that address their physical and mental health needs. *Of the thirty-two (32) adults served, ninety-two percent (92%) increased their living skills in the areas of budgeting and time management, and their ability to access services that address their physical and mental health needs.*

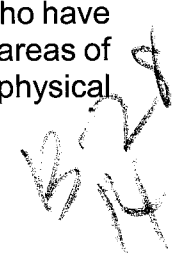
#### Fiscal Year 06-07

Contractor will provide 20 TANF-eligible families emergency shelter services.

Contractor will provide services that result in fifty percent (50%) of families who have been in case management for six (6) months or longer finding stable housing.

Contractor will provide services that result in seventy five percent (75%) of employable or under-employed adults who have been in case management for six (6) months or longer increasing their job readiness or employment skills and/or their employment income.

Contractor will provide services that result in seventy-five percent (75%) of adult clients who have been in case management for six (6) months or longer increasing their living skills in the areas of budgeting and time management, and their ability to access services that address their physical and mental health needs.



## **Economic Opportunity Commission – Stage One Childcare Payments**

### Fiscal Year 05-06

Contractor met performance outcome that resulted in enrolling and serving one hundred percent (100%) of CalWORKs participants who needed subsidized childcare to fulfill their CalWORKs Welfare-to-Work (WTW) program requirements. *Over four hundred (400) children were enrolled in Stage 1 childcare.*

Contractor met performance outcome that resulted in providing direct payments to childcare providers timely.

### Fiscal Year 06-07

Contractor will serve 100% of CalWORKs participants who need subsidized childcare to fulfill their CalWORKs Welfare-to-Work (WTW) program requirements.

## **Economic Opportunity Commission (EOC)/Lucia Mar Unified School District (LMUSD) – SAFE (Services Affirming Family Empowerment) Advocacy Services**

### Fiscal Year 05-06

Contractor met performance outcome to provide services that resulted in sixty-six hundred (6,600) community service contacts. *A total of sixty-nine hundred (6,900) community service contacts were documented.*

Contractor provided services that resulted in documenting serving fifty (50) Spanish-speaking community members. This number is lower than the original estimated four hundred and forty (440) due in part to over-estimating services to the Spanish-speaking community and to the tracking system that has been ineffective in capturing the true units of services provided. Estimated services were based on an exceptionally high contact year (FY 2003/04) when approximately six hundred (600) Spanish-speaking families were documented as receiving services. Since that time the number of Spanish-speaking contacts has leveled-off. Unfortunately due to staffing changes and inconsistent documentation of Spanish-speaking contacts data is inconclusive. Currently Children's Services Network (CSN) is working with SAFE partners to transition to a statewide data system that will result in accurate tracking. Outcomes for FY 06/07 have been reevaluated and updated to reflect anticipated outcomes.

Contractor met performance outcome to provide services that resulted in overall improved functioning in at least fifty percent (50%) of children case-managed by SAFE staff. *A total of sixty-two percent (62%) of 39 children case managed showed improved functioning.*

Contractor met performance outcome to provide services that resulted in one hundred percent (100%) of case-managed families with a history of domestic violence (DV) or substantiated child abuse having no further incidents while served by SAFE staff.

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Fiscal Year 06-07

Contractor will provide services that result in seven thousand (7,000) community service contacts.

Contractor will expand outreach to the Spanish-speaking community by increasing community services contacts from fifty (50) to one hundred (100).

Contractor will demonstrate overall improved functioning in at least fifty percent (50%) of children case-managed by SAFE staff.

**Family Care Network**

Fiscal Year 05-06

Contractor met performance outcomes to provide the following *Shelter Services*:

- Services provided resulted in 3,285 shelter days with a utilization rate of fifty-five percent (55%) or 1,800 days filled.
- The average stay in a shelter for a minor resulted in 12.94 days. This result is higher than the estimated average of nine (9) days. *This outcome is a County outcome, not a Contractor outcome. The County has responsibility for finding alternative placements once a child has been placed in the Contractor's shelter. The County is working on decreasing a minor's stay in shelter by establishing additional homes in the county. Contractor no longer will report this performance outcome.*
- Services resulted in no substantiated reports of abuse/neglect.

Contractor met performance outcome to provide the following *CALM Services*:

- Services provided resulted in 1,825 child/youth placement days with an 85% utilization rate.
- Twenty (20) teens were provided CALM services for 90 days.
- Services provided met performance outcome and resulted in eighty percent (80%) of the twenty (20) teens utilizing CALM services being stabilized and diverted from placement in an Rate Classification Level (RCL) 12-14 group home or hospital placement. *Ninety percent (90%) of teens were stabilized and diverted from placement in an RCL 12-14 group home or hospital placement.*

Contractor met performance outcomes to provide the following *Wraparound Services*:

- Services provided resulted in thirty-eight (38) children/families receiving Wraparound. *A total of forty-five (45) children/families received services.*
- Services provided resulted in eighty percent (80%) of clients being successfully stabilized and/or diverted from placement in RCL 12-14 (Rate Classification Level) group home. *Ninety nine percent (99%) of clients were successfully stabilized and/or diverted from placement in RCL 12-14 group homes.*
- Services provided resulted in one hundred percent (100%) of children/families served receiving crisis intervention services twenty-four (24) hours per day, seven (7) days per week as needed.

An additional two hundred eight-five thousand six hundred eleven (\$285,611) dollars in funding was allocated to enable contractor to provide additional families/children with Wraparound services. The new contract was increased by this amount and these services increased in the FY.

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06/07 contract.

Fiscal Year 06-07

**Shelter Services**

- Contractor will provide 3,285 shelter days with a utilization rate of 55% or 1,800 days filled
- Contractor will have no substantiated reports of abuse/neglect.

**CALM Services**

- Contractor will provide 1,825 child/youth placement days with an eighty-five percent (85%) utilization rate.
- Contractor will provide twenty (20) teens with CALM services for 90 days.
- Contractor will provide services that result in eighty percent (80%) of the children/youth (16) utilizing CALM services being stabilized and diverted from placement in a RCL 12-14 group home or hospital placement.

**Wraparound Services**

- Contractor will provide wraparound services for up to thirty (30) children/families per month, up to forty-five (45) per year.
- Contractor will provide services that result in eighty percent (80%) of clients served being successfully stabilized and/or diverted from RCL 12-14 group home placement.
- Contractor will provide services that result in one hundred percent (100%) of children/families being served receiving crisis intervention services 24 hours per day, seven days per week as needed.

**Goodwill Industries – Work Experience and Job Training**

Fiscal Year 05-06

Contractor enrolled fifteen (15) participants in the Skills Training courses with a total of five (5) still enrolled in the program and two (2) having graduated resulting in thirteen percent (13%) completing the program. The numbers served are below the estimated fifty-eight (58) to be enrolled and sixty-five percent (65%) estimated to complete the program. Contractor received funding only for services provided.

Contractor served twenty (20) participants in the Goodwill Works program. The numbers served are below the estimated 50 to be served in the Goodwill Works program. Contractor received funding only for services provided.

Contractor met performance outcome to establish new North County training facility by October 2005. *A new facility was opened in Paso Robles in September 2005.*

Based on FY 05/06 performance outcomes the contract amount for FY 06/07 has been reduced and services revised to address the needs of the County.

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Fiscal Year 06-07

Contractor will enroll 40 CalWORKs participants in the Work Experience (WEX) program.

Contractor will provide services that result in fifty percent (50%) of participants who complete the WEX program obtaining unsubsidized employment.

Contractor will provide services that result in eighty percent (80%) of referred participants meeting their WTW participation requirements.

Contractor will provide services that result in seventy-five percent (75%) of WEX participants transitioning into Supervised Job Search.

**Housing Authority of the City of San Luis Obispo**

Fiscal Year 05-06

Contractor provided housing assistance that resulted in seventy-five (75) families utilize housing assistance money to obtain and retain permanent housing. This number is lower than the original one hundred (100) families estimated would be served due primarily to a lack of appropriate referrals. Additional referrals will continue to be made through the month of June. Contractor received funding only for services provided.

Contractor provided services that resulted in seventy percent (70%) of persons who received security deposit loans being current in their repayment of those loans.

Fiscal Year 06-07

Contractor will assist up to 75 families with permanent housing needs for the year.

**National Council on Crime and Delinquency (NCCD)**

Fiscal Year 05-06

**SafeMeasures:**

Contractor met its performance outcome to provide real-time reports addressing referrals, investigations, emergency response, family maintenance, family reunification and permanent placement to ensure Child Welfare Services (CWS) are providing services in compliance with Division 31 regulations and Federal statutes.

**Structured Decision Making (SDM):**

Contractor met performance outcomes and provided:

- Three (3) one-day SDM training sessions.
- Two (2) two-day on-site SDM technical assistance sessions.
- Two (2) days of SDM refresher training for staff.

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Fiscal Year 06-07

**SafeMeasures:**

Contractor will provide real-time reports addressing referrals, investigations, emergency response, family maintenance, family reunification and permanent placement to ensure Child Welfare Services (CWS) are providing services in compliance with Division 31 regulations and Federal statutes.

**Structured Decision Making (SDM):**

- Contractor will conduct weekly (52) reviews of submitted SDM CalWORKs Prevention Services Assessment forms.
- Contractor will conduct twelve (12) monthly completion reviews for data collection and provide results to County.
- Contractor will provide two (2) semi-annual management reports on SDM in Prevention Services using collected data.
- Contractor will provide three CWS management reports on SDM using data collected.
- Contractor will provide two (2), 2-day on-site SDM technical assistance visits.

**North County Women's Shelter**

Fiscal Year 05-06

Contractor met performance outcome to provide services that resulted in twenty-five (25) families being served.

Contractor met performance outcome by providing services that resulted in ninety percent (90%) of women served improving their emotional stability and obtaining a greater sense of self-worth. *A total of one hundred percent (100%) of women who attended at least 4 counseling sessions showed improvement. A total of nineteen women reportedly attended at least 4 counseling sessions.*

Contractor met performance outcome by providing services that resulted in ninety percent (90%) of children served exhibiting an improvement in behavior and appropriate interaction with others. *A total of one hundred percent (100%) of children who attended at least 4 counseling sessions showed improvement. A total of nineteen children reportedly attended at least 4 counseling sessions.*

Contractor met performance outcome by providing services that resulted in ninety percent (90%) of families exiting the shelter obtaining safe housing away from the abuser. *A total of ninety-five percent (95%) left the shelter and obtained safe housing.*

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Fiscal Year 06-07

Emergency Shelter Services

- Contractor will provide services that result in 90% of the women (25-35) staying at the two shelters improving their emotional stability and obtain a greater sense of self-worth.
- Contractor will provide services that result in 90% of families (25-35) exiting the shelters obtaining safe housing away from the abuser.

Counseling Services

- Contractor will provide services that result in 90% of the women (25-35) staying at the two shelters improving their emotional stability and obtain a greater sense of self-worth.
- Contractor will provide services that result in 90% of shelter children old enough to participate in counseling/play therapy exhibiting behavioral improvement and appropriate interaction with others.
- Contractor will provide services that result in 90% of CalWORKs families (30-40) participating in the Community Counseling Program demonstrating an increase in emotional stability and a greater sense of self-worth.

**Paso Robles Joint Unified School District – Safe (Services Affirming Family Empowerment) Advocacy Services**

Contractor provided services that resulted in an estimated fifteen hundred (2,500) community service contacts.

Contractor met performance outcome to provide services that resulted in serving an estimated three hundred thirty (330) Spanish-speaking community members. *A total of four hundred forty-three (443) Spanish contacts have been documented.*

Contractor met performance outcome to provide services that resulted in overall improved functioning in at least fifty percent (50%) of children case-managed by SAFE staff.

Contractor met performance outcome to provide services that resulted in one hundred percent (100%) of case-managed families with a history of domestic violence (DV) or substantiated child abuse having no further incidents while served by SAFE staff.

Fiscal Year 06-07

Contractor will provide family advocate services that result in twenty-five (25) families receiving case management services.

Contractor will provide family advocate services that result in sixty percent (60%) of families that receive case management services showing improvement in child and family functioning as measured by pre and post-assessments using the Child Assessment Form (CAF).

Contractor will provide family advocate services that result in transportation, translation and

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community referrals. The Family Advocates will make approximately twenty-four hundred (2,400) individual contacts. Of these contacts ninety percent (90%) will show improved function measured by not needing case management services.

Contractor will provide a bilingual/bicultural marriage and family therapist who will provide services to Paso Robles students and their families that will result in seventy-five percent (75%) of families served demonstrating improved functioning as measured by pre and post-assessments using the Child Assessment Form (CAF).

### **Regents of the University of California (UC Davis)**

#### Fiscal Year 05-06

Contractor met performance outcome that resulted in providing eight (8) trainings as requested by Department of Social Services (DSS). County staff attended a total of seven (7) trainings and one (1) training was donated to support the California Welfare Directors Association (CWDA) conference as outlined in the contract. *Over two hundred (200) county staff participated training.*

Contractor met performance outcome that resulted in including the "transfer of learning", materials at least two (2) months prior to the training so that information was available to trainees and their supervisors.

Contractor met performance outcome that resulted in distributing evaluations to one hundred percent (100%) of participants on which eighty percent (80%) of the respondents will report that the training provided information valuable to them in their jobs. *A total of ninety one percent (91%) of staff responded that the training was valuable to their job.*

#### Fiscal Year 06-07

Contractor will provide eight (8) trainings as requested by Department of Social Services (DSS).

Contractor will include "transfer of learning", whereby Contractor will provide County staff with specific learning objectives at least two months prior to the training so that information can be sent to the trainees and their supervisors.

Contractor will have staff that attended training complete an evaluation in which eighty percent (80%) will report the training provided information valuable to them in their jobs. Both Contractor and County will review evaluations to determine learning that occurred and future training needs.

### **Transitions-Mental Health/Interdependent Living Program (ILP) – Life Skills & Employment Services for Teens**

#### Fiscal Year 05-06

Contractor met performance outcome to provide service to two hundred (200) eligible youth who will participate in the Independent Living Program (ILP) to gain self-sufficiency through advocacy, education, supportive services and community collaboration.

Contractor met performance outcome to provide services that resulted in sixty percent (60%) of

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the ILP youth aged eighteen to twenty-one (18-21) gaining employment as a result of services.

Contractor met performance outcome to provide services that resulted in eighty-five percent (85%) of Workshop Survey respondents reporting having gained new knowledge as a result of the workshop(s) attended.

Contractor provided thirteen (13) CYC (California Youth Connection) community-outreach activities. The performance goal was to provide twenty-five (25) CYC activities. Obstacles to meeting this outcome were presentation and outreach venues. ILP plans to increase networking and working with other agencies to yield additional outreach opportunities.

#### Fiscal Year 06-07

Contractor will provide service to one hundred twenty (120) 16-18 year olds that will result in ninety percent (90%) participation among those eligible youth.

Contractor will provide service to sixty (60) 18-21 year olds that will result in eighty percent (80%) participation among those eligible youth.

Contractor will provide services that result in sixty percent (60%) of the ILP youth aged 18-21 gaining employment.

Contractor will provide services that result in eighty-five percent (85%) of Workshop Survey respondents reporting they gained new knowledge as a result of the workshop(s) attended.

Contractor will provide services that result in twenty-five (25) CYC community outreach activities being conducted.

Seventy-five percent (75%) of youth referred to Permanency Case Managers will have completed family trees/family lineage.

Contractor will provide services that result in sixty percent (60%) of youth referred to Permanency Case Managers having an identified significant adult.

#### **Women's Shelter Program of SLO – Women & Children Shelter and Domestic Violence Prevention**

#### Fiscal Year 05-06

Contractor provided services that resulted in domestic violence victims and their children receiving six hundred eight-five (685) nights of emergency shelter.

Contractor provided services that resulted in domestic violence victims and their children receiving one thousand seven hundred sixty-eight (1768) hours of domestic violence counseling.

Contractor provided a .85 FTE therapist who was co-located at DSS offices.

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Fiscal Year 06-07

Contract will provide one thousand one hundred twelve (1,112) nights of shelter.

Contractor will provide services that result in seventy-five (75) percent of CalWORKs Shelter residents responding positively to the following question: Was the Women's Shelter Program able to help you expand your support system?

Contractor will provide six hundred twenty four (624) counseling hours.

Contractor will provide services that result in seventy percent (70%) of therapy clients expressing a reduction in trauma symptoms as reported at intake and at end of treatment.

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